

**JOB DESCRIPTION :** Living Well - Benefits Support Volunteer Team Leader

**Location:** Age UK Herefordshire & Worcestershire Ross office - outreach locations with regular travel

Hours: 1 Day per week

To provide an individually tailored service to meet the individual needs of the clients and aimed at supporting/helping them to complete benefits forms for example: Attendance Allowance and Blue Badges

To offer a user-focused service, ensuring good practice, confidentiality, and integrity always.

**PRINCIPAL RESPONSIBILITIES AND DUTIES:**

1. To undertake completion of specific benefits forms for designated clients either over the telephone or in their own homes.
2. To ensure such forms are completed legibly, with all relevant information and signed appropriately.
3. To ensure any required accompanying documentation is obtained from client.
4. To advise clients of time frames and key dates regarding applications and appeals procedures.
5. To ensure all forms are returned to relevant LW Coordinator for verification before submission.
6. Any other duties commensurate with the post or reasonable requests by the line manager.
7. Ensure all clients receive a high level of professional, empathic, customer service.

**OTHER INFORMATION**

- Age UK Herefordshire & Worcestershire is a Brand partner of Age UK nationally.
- Age UK Herefordshire & Worcestershire is a member of, and works within, the philosophy and principles of the Age England Association.
- Age UK Herefordshire & Worcestershire is committed to equal opportunities, principles and practice.
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire set out in the overall strategic plan of the Organisation.
- All staff must work within the policies and guidelines adopted by the Organisation
- All staff will participate in the supervision and appraisal systems adopted by the Organisation.

## PERSON SPECIFICATION

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
<b>Experience</b>		
Working in a situation where confidentiality is necessary	X	
Working face to face with the public		X
Providing information and advice over the phone and face to face		X
Planning and scheduling work/appointments		X
<b>Qualifications</b>		
<b>Skills and abilities</b>		
Active listening skills	X	
Excellent oral and written skills	X	
Ability to handle and precisely interpret large amounts of information often of a complex nature	X	
Accurate and attentive to detail	X	
Calm, empathetic, compassionate and resilient	X	
Committed to providing high quality services	X	
Ability to work on own initiative and prioritise workload	X	
Knowledge of issues affecting older people		X
Organisational skills	X	
<b>Other requirements</b>		
Driving licence and access to a car		X
Ability to travel independantly	X	